

Attorney's Docket No. 9259-2

D.J  
#2 4-3-02  
JDS/Peleg  
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Lester et al.

Serial No.: To Be Assigned

Filed: Concurrently Herewith

For: METHODS, SYSTEMS, AND COMPUTER PROGRAM PRODUCTS FOR PROVIDING AUTOMATED CUSTOMER SERVICE VIA AN INTELLIGENT VIRTUAL AGENT THAT IS TRAINED USING CUSTOMER-AGENT CONVERSATIONS

JC996 U.S. PRO  
JC10/016963  
02/15/02

Date: February 15, 2002

BOX PATENT APPLICATION  
Commissioner for Patents  
Washington, DC 20231

INFORMATION DISCLOSURE STATEMENT

Sir:

Attached is a list of documents on form PTO-1449 together with a copy of each identified document. It is requested that these documents be considered by the Examiner and officially made of record in accordance with the provisions of 37 C.F.R. § 1.97 and Section 609 of the MPEP. The Commissioner is hereby authorized to charge any additional fee, which may be required, or credit any refund, to our Deposit Account No. 50-0220.

Respectfully submitted,

  
D. Scott Moore  
Registration No. 42,011

Customer Number:



20792

PATENT TRADEMARK OFFICE

CERTIFICATE OF EXPRESS MAILING

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Date of Deposit: February 15, 2002

I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: BOX PATENT APPLICATION, Commissioner for Patents, Washington, DC 20231.

  
Traci A. Brown

Substitute form 1449A/PTO

## **INFORMATION DISCLOSURE STATEMENT BY APPLICANT**

*(use as many sheets as necessary)*

Sheet 1 of 1

**Complete if Known**

Application Number	To Be Assigned
Filing Date	Concurrently Herewith
First Named Inventor	Lester et al.
Group Art Unit	
Examiner Name	

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10/01/6963  
02/15/02

Sheet 1 of 1

Attorney Docket Number : 9259-2

## U.S. PATENT DOCUMENTS

## FOREIGN PATENT DOCUMENTS

## OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS

Examiner Signature \_\_\_\_\_ Date Considered \_\_\_\_\_

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.